Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Agriculture and Food	Application Services	Bill Felt	0 0	1 0	1 0
		Dustin Crump	0 0	2 0	2 0
		Martin Gonzalez	1 1	0 0	1 1
		Paul Lundell	0 0	1 1	1 1
		Assigned to Individual Total	1 1	4 1	5 2
	Campus Networking	Jordy Davis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Enterprise Security	Jed Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Jon Hager	4 4	73 73	77 77
		Philip Henderson	0 0	1 0	1 0

Agriculture and Food

			High	Low	FCR Total
Agriculture and Food	Metro D Desktop Support	**Assigned to Individual** **Total**	4 4	74 73	78 77
	Metro D Help Desk	Doug Brown	0 0	2 1	2 1
		John Robinson	0 0	2 1	2 1
		Assigned to Individual **Total**	0 0	4 2	4 2
	Rural North Desktop Support	Lori Hartzell	0 0	1 0	1 0
		Assigned to Individual **Total**	0 0	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	1 1
		Pete Freeman	1 0	0 0	1 0
		Assigned to Individual **Total**	1 0	1 1	2 1
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	1 1	1 1
		Assigned to Individual **Total**	0 0	2 1	2 1
	Voice/Data/WAN Services	T Artis	0 0	1 0	1 0
		Assigned to Individual **Total**	0 0	1 0	1 0

Agriculture and Food

		High	Low	FCR Total
Agriculture and Food	**Assigned Group Total**	6	89	95
		5	79	84
Customer Company Total		6	89	95
		5	79	84

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MIR Total**
Agriculture and Food	Application Services	Bill Felt	0 0	1 0	1 0
		Dustin Crump	0 0	2 0	2 0
		Martin Gonzalez	1 0	0 0	1 0
		Paul Lundell	0 0	1 0	1 0
		Assigned to Individual Total	1 0	4 0	5 0
	Campus Networking	Jordy Davis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Enterprise Security	Jed Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Jon Hager	4 0	73 0	77 0
		Philip Henderson	0 0	1 1	1 1

Agriculture and Food

			High	Low	MIR Total
Agriculture and Food	Metro D Desktop Support	Assigned to Individual Total	4 0	74 1	78 1
	Metro D Help Desk	Doug Brown	0 0	2 0	2 0
		John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Rural North Desktop Support	Lori Hartzell	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	1 0
		Pete Freeman	1 1	0 0	1 1
		Assigned to Individual Total	1 1	1 0	2 1
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice/Data/WAN Services	T Artis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0

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		High	Low	MIR Total
Agriculture and Food	**Assigned Group Total**	6 1	89 2	95 3
Customer Company Total		6 1	89 2	95 3

Agriculture and Food

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTIR Total
Agriculture and Food	Application Services	Bill Felt	0 0.00	1 0.39	1 0.39
		Dustin Crump	0 0.00	2 0.36	2 0.36
		Martin Gonzalez	1 0.12	0 0.00	1 0.12
		Paul Lundell	0 0.00	1 0.12	1 0.12
		Assigned to Individual Total	1 0.12	4 0.30	5 0.27
	Campus Networking	Jordy Davis	0 0.00	1 8.00	1 8.00
		Assigned to Individual Total	0 0.00	1 8.00	1 8.00
	Enterprise Security	Jed Johnson	0 0.00	1 0.87	1 0.87
		Assigned to Individual Total	0 0.00	1 0.87	1 0.87
	Metro D Desktop Support	Jon Hager	4 0.00	73 0.01	77 0.01
		Philip Henderson	0 0.00	1 1.21	1 1.21

Agriculture and Food

			High	Low	ATTIR Total
Agriculture and Food	Metro D Desktop Support	**Assigned to Individual Total**	4 0.00	74 0.02	78 0.02
	Metro D Help Desk	Doug Brown	0 0.00	2 0.13	2 0.13
		John Robinson	0 0.00	2 0.56	2 0.56
		Assigned to Individual Total	0 0.00	4 0.35	4 0.35
	Rural North Desktop Support	Lori Hartzell	0 0.00	1 0.19	1 0.19
		Assigned to Individual Total	0 0.00	1 0.19	1 0.19
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.16	1 0.16
		Pete Freeman	1 3.42	0 0.00	1 3.42
		Assigned to Individual Total	1 3.42	1 0.16	2 1.79
	Voice Operations	Gail Christiansen	0 0.00	1 0.36	1 0.36
		Romanza Hamblin Sorensen	0 0.00	1 0.33	1 0.33
		Assigned to Individual Total	0 0.00	2 0.34	2 0.34
	Voice/Data/WAN Services	T Artis	0 0.00	1 0.20	1 0.20
		Assigned to Individual Total	0 0.00	1 0.20	1 0.20

Agriculture and Food

		High	Low	ATTIR Total
Agriculture and Food	Assigned Group Total	6 0.59	89 0.16	95 0.19
Customer Company Total		6 0.59	89 0.16	95 0.19

Agriculture and Food

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Agriculture and Food	Application Services	Bill Felt	0 0	1 1	1 1
		Dustin Crump	0 0	2 0	2 0
		Martin Gonzalez	1 0	0 0	1 0
		Paul Lundell	0 0	1 0	1 0
		Assigned to Individual Total	1 0	4 1	5 1
	Campus Networking	Jordy Davis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Enterprise Security	Jed Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Jon Hager	4 0	73 0	77 0
		Philip Henderson	0 0	1 0	1 0

Agriculture and Food

			High	Low	MR Total
Agriculture and Food	Metro D Desktop Support	Assigned to Individual Total	4 0	74 0	78 0
	Metro D Help Desk	Doug Brown	0 0	2 0	2 0
		John Robinson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Rural North Desktop Support	Lori Hartzell	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	1 0
		Pete Freeman	1 1	0 0	1 1
		Assigned to Individual Total	1 1	1 0	2 1
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice/Data/WAN Services	T Artis	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0

Agriculture and Food

		High	Low	MR Total
Agriculture and Food	**Assigned Group Total**	6 1	89 2	95 3
Customer Company Total		6 1	89 2	95 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	**Low**	**ATTR Total**
Agriculture and Food	Application Services	Bill Felt	0 0.00	1 25.76	1 25.76
		Dustin Crump	0 0.00	2 0.46	2 0.46
		Martin Gonzalez	1 0.72	0 0.00	1 0.72
		Paul Lundell	0 0.00	1 0.12	1 0.12
		Assigned to Individual Total	1 0.72	4 6.70	5 5.50
	Campus Networking	Jordy Davis	0 0.00	1 8.00	1 8.00
		Assigned to Individual Total	0 0.00	1 8.00	1 8.00
	Enterprise Security	Jed Johnson	0 0.00	1 4.08	1 4.08
		Assigned to Individual Total	0 0.00	1 4.08	1 4.08
	Metro D Desktop Support	Jon Hager	4 0.00	73 0.01	77 0.01
		Philip Henderson	0 0.00	1 1.74	1 1.74

Agriculture and Food

			High	Low	ATTR Total
Agriculture and Food	Metro D Desktop Support	**Assigned to Individual Total**	4 0.00	74 0.04	78 0.03
	Metro D Help Desk	Doug Brown	0 0.00	2 0.13	2 0.13
		John Robinson	0 0.00	2 0.71	2 0.71
		Assigned to Individual Total	0 0.00	4 0.42	4 0.42
	Rural North Desktop Support	Lori Hartzell	0 0.00	1 0.19	1 0.19
		Assigned to Individual Total	0 0.00	1 0.19	1 0.19
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 4.19	1 4.19
		Pete Freeman	1 3.42	0 0.00	1 3.42
		Assigned to Individual Total	1 3.42	1 4.19	2 3.81
	Voice Operations	Gail Christiansen	0 0.00	1 1.78	1 1.78
		Romanza Hamblin Sorensen	0 0.00	1 0.33	1 0.33
		Assigned to Individual Total	0 0.00	2 1.05	2 1.05
	Voice/Data/WAN Services	T Artis	0 0.00	1 0.83	1 0.83
		Assigned to Individual Total	0 0.00	1 0.83	1 0.83

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Agriculture and Food

		High	Low	ATTR Total
Agriculture and Food	**Assigned Group Total**	6 0.69	89 0.57	95 0.58
Customer Company Total		6 0.69	89 0.57	95 0.58

Agriculture and Food

Detail

INC000000536522	Michelle Jack	None	None	None			TIR Missed: Yes	8.00
	Campus Networking	Jordy Davis	Agriculture and Food	Low	Closed		TTR Missed: Yes	8.00
INC000000546529	Robert Hougaard	None	None	None			TIR Missed: No	0.54
	Application Services	Dustin Crump	Agriculture and Food	Low	Resolved		TTR Missed: No	0.56
INC000000546913	Michelle Jack	None	None	None			TIR Missed: Yes	3.42
	Technical Lead/Project Manager	Pete Freeman	Agriculture and Food	High	Closed		TTR Missed: Yes	3.42
INC000000554530	Delia Tracey	Telecom	Coverage Path	Telephone			TIR Missed: No	0.36
	Voice Operations	Gail Christiansen	Agriculture and Food	Low	Closed		TTR Missed: No	1.78
INC000000556125	Ashley Hansen	Application	Reporting	PGP			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000556132	Leonard Blackham	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed		TTR Missed: No	0.00
INC000000556133	Rhonda Overman	Application	Reporting	Gmail			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000556134	Ronald Larsen	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000556675	Thayne Mickelson	Application	None	Novell GroupWise			TIR Missed: No	0.85
	Metro D Help Desk	John Robinson	Agriculture and Food	Low	Closed		TTR Missed: No	1.13
INC000000556738	Ivette MacQueen	Application	None	Novell GroupWise			TIR Missed: No	0.12
	Application Services	Paul Lundell	Agriculture and Food	Low	Closed		TTR Missed: No	0.12
INC000000556783	Don McClellan	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000556792	Ivette MacQueen	Application	Password	Novell GroupWise			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000556794	Matt Bailey	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	0.00
INC000000557106	Clinton Hill	Application	Password	Novell GroupWise			TIR Missed: No	0.28
	Metro D Help Desk	John Robinson	Agriculture and Food	Low	Closed		TTR Missed: No	0.28
INC000000557498	Michelle Jack	Application	None	Gmail			TIR Missed: No	0.16
	Technical Lead/Project Manager	Martin Gonzalez	Agriculture and Food	Low	Resolved		TTR Missed: No	4.19
INC000000557633	Tamra Watson	PC/Laptop	Performance	None			TIR Missed: No	0.46
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.46

Agriculture and Food

INC000000558588	Cindy Taylor	Telecom	None	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	T Artis	Agriculture and Food	Low	Closed	TTR Missed: No	0.83
INC000000559108	Don McClellan	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000559116	Kathleen Mathews	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000559191	Kathleen Mathews	Application	Error	Novell GroupWise		TIR Missed: No	0.13
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.44
INC000000559238	Kyle Stephens	Application	None	Novell GroupWise		TIR Missed: No	0.12
	Application Services	Martin Gonzalez	Agriculture and Food	High	Closed	TTR Missed: No	0.72
INC000000559853	Trudy Casey	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000559856	Larry Lewis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	0.00
INC000000559859	Mark Ashcroft	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000559861	Terry Freeman	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000559862	Brian Tea	Network	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000559864	Shelly Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000559868	Kyle Stephens	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	0.00
INC000000560458	John Little	None	None	None		TIR Missed: No	0.19
	Rural North Desktop Support	Lori Hartzell	Agriculture and Food	Low	Closed	TTR Missed: No	0.19
INC000000560601	Kathleen Mathews	Application	Reporting	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000560603	Duane Smith	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000560606	Cham Hoang	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000560607	Sushma Karna	Application	Reporting	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00

Agriculture and Food

INC000000560608	Mary Jane Vanderlinden	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000561256	Jay Schvaneveldt	None	None	None		TIR Missed:	No	0.27
Metro D Help Desk	Doug Brown		Agriculture and Food	Low	Closed	TTR Missed:	No	0.27
INC000000561376	Mark Ashcroft	None	None	None		TIR Missed:	No	0.39
Application Services	Bill Felt		Agriculture and Food	Low	Closed	TTR Missed:	Yes	25.76
INC000000561387	Mark Ashcroft	None	None	None		TIR Missed:	No	0.87
Enterprise Security	Jed Johnson		Agriculture and Food	Low	Closed	TTR Missed:	No	4.08
INC000000561885	Jay Schvaneveldt	Application	Reporting	PGP		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000561888	Cody Huft	PC/Laptop	Performance	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000561890	Val Hermansen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000561897	Robert Erickson	PC/Laptop	Performance	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000562624	Duane Smith	Application	Password	Novell GroupWise 32-bit Windov	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000562627	Trudy Casey	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000562632	Shelly Jensen	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000562638	Sharon Simonson	PC/Laptop	Performance	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000563356	Michelle Jack	Application	Reporting	Palm Desktop		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000563358	Brett Gurney	Application	Error	WinWam Software		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000563361	Blaine Thomsen	PC/Laptop	Virus	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000564203	Shelly Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00
INC000000564206	Linda Lewis	PC/Laptop	Performance	None		TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Closed	TTR Missed:	No	0.00

Agriculture and Food

Incident	Requester	Category	Type	Item		TIR Missed		
INC000000564577	Brian Tea	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Closed	TTR Missed: No		0.00
INC000000565498	Timothy Lane	Application	Reporting	Utah Master Directory		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No		0.00
INC000000565500	Timothy Lane	Application	Password	PGP		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No		0.00
INC000000565508	Timothy Lane	Application	Reporting	Novell GroupWise		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No		0.00
INC000000565509	Robert Hougaard	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No		0.00
INC000000565937	Wyatt Frampton	None	None	None		TIR Missed: No		0.17
	Application Services	Dustin Crump	Agriculture and Food	Low	Resolved	TTR Missed: No		0.36
INC000000566170	Rolf Larsen	Application	Reporting	PGP		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000566173	Sharon Simonson	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000566176	Linda Lewis	Application	Reporting	None		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000566179	James Ong	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000566183	Sue Mounteer	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000566996	Tamra Watson	Application	Reporting	PGP		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000567002	Donald Nerdin	Application	Reporting	PGP		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000567003	Robert Hougaard	PC/Laptop	Error	None		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000567007	Timothy Lane	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000567009	Rolf Larsen	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00
INC000000567014	Tamra Watson	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No		0.00

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INC000000567019	Trudy Casey	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000567797	Shelly Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000567800	Sara Lealos	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000567801	Brett Gurney	Remote Connectivity	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000567917	Shelly Jensen	PC/Laptop	Hardware	None		TIR Missed: Yes	1.21
Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Resolved		TTR Missed: No	1.74
INC000000569221	Sue Mounteer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000569222	Cody James	Network	Password	Novell eDirectory		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000569223	Randy Jenson	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000569226	Dale Kunze	Application	Reporting	PGP		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000569227	Stanley Akagi	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000569229	Tamra Watson	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000570099	Ronald Larsen	Application	Reporting	PGP		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000570104	Shelley R Walker	Application	Reporting	PGP		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000570108	William Holt	Application	Reporting	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000570112	Roberta Valdez	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000570115	Phillip Crowther	Application	Reporting	PGP		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00
INC000000570117	Slate Stewart	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved		TTR Missed: No	0.00

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INC000000570803	Dale Kunze	Application	Reporting	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.00
INC000000570809	Rhonda Overman	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.00
INC000000570810	Mary Jane Vanderlinden	Application	Error	PGP	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.00
INC000000570811	Bill Hopkin	Application	Reporting	Novell GroupWise 32-bit Windov	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.00
INC000000570813	Amy Davidson	Application	Password	Novell GroupWise	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.00
INC000000571523	LaJeanne Gilgen	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.33
Voice Operations	Romanza Hamblin Sorensen	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.33
INC000000571597	Sherie Edginton	Application	Error	None	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.00
INC000000571605	Dale Kunze	Application	Error	WinWam Software	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.00
INC000000571608	Lewis Ekstrom	Application	Reporting	PGP	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.00
INC000000571609	Mohammed Sharaf	Application	Reporting	Microsoft Windows 7	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	0.00
INC000000571612	Larry Lewis	Application	Reporting	Novell GroupWise	TIR Missed:	No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Resolved	TTR Missed:	No	0.00